BUILDING DEVELOPMENT COMMISSION
Minutes of April 15, 2014 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:03 p.m. on Tuesday, April 15, 2014.

Present: Chad Askew, Jonathan Bahr, Rob Belisle, Melanie Coyne, Hal Hester, Ed Horne and
Jon Wood

Absent: Kevin Silva, Bernice Cutler, John Taylor and Travis Haston

1. MINUTES APPROVED
The motion by Hal Hester, seconded by Melanie Coyne to approve the March 18, 2014 meeting minutes passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS
Chad Askew gave an update on the code cycle that is moving through for vote in June.

3. PUBLIC ISSUES AND COMMENTS
No public issues and/or comments.

4. IRT-SUBCOMMITTEE FINAL REPORT TO THE BDC
A final report from the IRT Subcommittee was e-mailed to you late last week, including; project background, summary of committee work with conclusions and an appendix including four sets of data the committee worked with. The final report specifically addresses the three questions posed by the BDC to the IRT Subcommittee, with answers as follows:
   a) Does the new report meet the BDC's need? Is the data usable?
      - *Yes. The Department should use the new POSSE-IRT as the base for future monthly IRT reports*
   b) Does the performance goal (85-90% of inspections complete in 1st 24 hours) still "feel right"?
      - *The Subcommittee believes you can't answer this until closing the gap between the goal and current IRT performance. The Subcommittee recommends the goal should definitely be no less than 85%-90%, but this issue should be revisited in 12-18 months.*
   c) Is the current staffing level sufficient to achieve performance goals agreed to with the BDC?
      - *No. The IRT Subcommittee's recommendation to BDC Budget Subcommittee (3/14/2014) proposed ideally adding 13 inspectors, but no less than 9.*

We delivered the subcommittee's recommendations to the BDC Budget Subcommittee in their meeting of March 14. The staffing recommendation was included in the FY15 budget proposal you supported in your March 18 meeting. In the IRT Subcommittee's last meeting on April 9, they added two recommendations of note:
      - Document Industry-Department Best Practice: reconvene the CCTF (Code Compliance Task Force) to develop and document best practice criteria, to be promoted among the industry, by the future Customer Service Center.
      - Inspector iPad Use: organize a joint pilot with construction industry tech experts, testing how to optimize inspector use of iPads on commercial projects

RB: You also have to determine how to become more efficient in the market place using best practices; it's a joint effort.
EM: IRT is a method to measure by and move forward. Continue to capture data over time and hope with additional inspectors to meet goal and be more efficient with the bodies we have.
EH: iPads are benefiting Inspectors in the field with communication and we have 6.5 years of data.
RB: We need ideas outside of the box. We're still short 7 inspectors plus 9 so we are looking at a total of 16?
EM: Are you looking for a motion to support putting the task force back together?

Elliot Mann made the motion to reconvene the CCTF with Ed Horne seconding. The motion passed unanimously.

5. TAB APPOINTMENT RENEWALS & REPLACEMENTS

A link to a summary of the appointments was e-mailed to BDC Members on Monday. The list of appointees includes the following:

- o   IES – Noll Kretschmann
- o   AGC – Randy Rose & Gregory Cochran
- o   MGCA – Gregory Cochran
- o   AIA – Donald Flick & Larry Walters
- o   USGBC – Will Weaver
- o   UNCC – Thomas Gentry
- o   PENC – Keith Pehl & Steve Daley
- o   ASHRAE.- Billy Austin

Jon Woods made the motion to appoint all TAB nominees presented to the BDC with Zeke Acosta seconding. The motion passed unanimously.

Elliot Mann noted that he had never met any of the nominees presented. Jonathan Bahr reminded all that the nominees were each recommended by their respective associations.

6. REPORT ON PLAN REVIEW MOE DEFECTS

At the request of the BDC we studied plan review building defects to see if the means of egress items (had 7 noted in 1/21/2014 quarterly report) can be broken down by user (local vs. out of town), project type, etc. This requires County IST building a special report. The involved managers are reviewing a prototype report by IST; suggesting changes. Further review of how the data is filtered will determine if the method of drill down is acceptable. Data timeframe used for the prototype report includes the last 4 years. We should have a final answer on what's possible in the May meeting.

7. QUARTERLY REPORTS

Technical Advisory Board Quarterly Report

Lon McSwain reported that on January 15, TAB held an at large meeting among all regular and subcommittee meeting members, with 20 attendees. The meeting covered origin of the sustainable incentive issues, review of subcommittee's work resulted in identifying key points, other program incentives and addressed key strategies going forward. The Department emphasized this is a voluntary program, not mandatory, administrative support should be from outside Code Enforcement, incentive funding should be other than permit fee based and should tie in to Mecklenburg Livable Communities Plan. The meeting ended with an agreement to turn the subcommittees work into a detailed list of ideas or strategies and turn those over to the Livable Communities initiative by June, 2014.

Consistency Team Report

Tommy Rowland reported that the drop box link provided to BDC members on Friday included a summary with detailed backup for each meeting. The Building Consistency Team's March meeting was cancelled, so there were only two sets of meetings this quarter. Residential Building met in January & February, addressing a total of 19 questions. Contractor attendance averaged 8 at each meeting. Commercial Building met in January & February, addressing a total of 16 questions. There were no contractor or AE attendees at either of the meetings. The Electrical Consistency Team held meetings in January & March (February was snowed out). The meetings addressed 23 questions. 4 contractors attended the March meeting. The Mechanical/Fuel Gas Consistency Team held three Mechanical/ Fuel Gas meetings, addressing 31 Mechanical questions. Contractors attended all three meetings; 4 in January, 3 in February and 4 in March. The Plumbing Consistency Team held two Plumbing meetings (January

was cancelled due to a County delayed start); 20 questions were covered. 2 contractors attended the February meeting.

EM: Do you now have the ability to search consistency reports? Is the process currently up and running? Have you sent out a public information notice?

Commercial Plan Review Report

Chuck Walker presented the Commercial Plan Review Quarterly report to the BDC Members to include the following:

Part I: 66% of projects pass on 1st rev'w; 80% passed on 2nd rev'w (both down slightly from last quarter)
o   pass rates on 1st review by trade:
          Bldg–85% (was 84%); Elec – 79% (was 83%); Mech – 82% (was 79%); Plbg – 79% (was 78%);
Part II: most common defects: examples
- Bldg: Appendix B, UL assembly, egress related (4), use/occupancy class, construction type
- Elec: services/ Feeders, general, branch circuits, grounding & bonding, motors, emergency systems
- Mech: exhaust, eqpt location, fresh air req't, gas pipe size & inst'l, duct systems, fire/smoke dampers
- Plbg: plbg syst inst'l, drainage piping, venting, water distr piping & mat'ls, traps, minimum facilities
Part III: 1st use of "approved as noted" (AAN) at 34% by all trades on average (last quarter was 36%)
  - biggest users; CFD (85%) and MCFM (69%)
  - critical path users;   Bldg (17%, down from 20%)__, Elec (16%, up from 20%)__,
                                           Mech (23%, up from 22%)__, Plbg (31%, up from 26%)__
  - So Bldg & Elec down 3-4%, and M/P up 1% and 5% respectively.

RB: Why do you think there is a 3% drop? If we put a line item for "approved as noted" in the 2 day window; will it make out stats look better?

Code Compliance Report

Joe Weathers presented the Code Compliance Report using the following information to update BDC members:
o   Note; still using format allowing you to compare how topics & their standings change, by quarter.
o   "Not ready"; Bldg – 6.37% (was 5.57%), Elec – 7.24% (was 7.94%), Mech – 6.11% (was 5.94%), plbg – 11.19% (was 10.78%)
o   Rough/finish % split varies, some up, some down
      o   Bldg; rough @ 36.85% (down<1% from 36.23%), finish @ 21.34% (down 8% from 29.26%)
      o   Elec; rough @ 24.81% (up 4% from 20.98%), finish @ 51.9% (down 3.6% from 55.5%)
      o   Mech; rough @ 30.74% (down 2% from 32.68%), finish @ 55.34% (up 1%+ from 54.12%)
      o   Plbg; rough @ 29.32% (up 1%+ from 28.15%), finish @ 35.56% (down <4% from 39.32%)
o   "Top 15" repeating topics; building at 87%, Electrical at 93%, Mech at 73% and Plbg at 87%

8. QUARTERLY BDC BULLETING EXERCISE
Previous Bulletin Topics:

April, 2012	July, 2012	October, 2012	January , 2013
NC Res'd Code transition 2012 NC Building Code commercial project transition rules Code Enforcement Fy13 budget proposal	Fy2012 year end work load summary Cost Recovery Work Group changes approved by BOCC RDS program challenges Prelim Review policy change Dept available for early project meetings on process	Democratic National Convention success RDS Master Plan change Cost Recovery Work Group changes approved by BOCC CSS Customer survey focus group follow up work	IOS Commercial score of 1 BOCC approves 21 positions Racking permit process discussions Revisions to inspections auto notification
April, 2013	**July, 2013**	**October, 2013**	**January, 2014**
Change of BDC leadership Lien agent legislative change Status of 12/4/2012 betterment Trends considered in Fy14 budget development CTAC-EPS installation takes dept to 98% paperless	Fy14 Code Enforcement budget proposal Economic data trends and betterment proposal POSSE upgrade announcement Fy14 budget technology enhancements	New BDC members Code interp search engine goes live Owner-developer webpage "Starting a small business" webpage BIM-IPD and future Department challenges	Role of the BDC 2014 CSS survey distribution HCD Team concept CSC design project BDC discussion of BCC 6 year code cycle proposal
April, 2014			
CA Web Search Engine available Customer Service Center design project work BDC Select Committee to meet with industry IRT Subcommittee recommendation to add inspector positions			

EM: If we request a betterment today, could it happen in April/May vs. June/July?

RB: How many people have you hired in the last 6-7 months?

EM: How many betterments do you have in queue today? Are they open today for fill instead of waiting for June or July? We need bodies quicker.

EM: We've got the new data and we aren't operating where we need to be.

RB: Why don't you hire field customer service people?

CA: Do you think we can hire these positions?

RB: Of the 5 you interviewed today; how many offers have you made? If you interview 5 then offer jobs to 2 or 3; how many will accept?

CA: We want to hire as many as possible as quickly as possible but don't want staff jumping through hoops if it's not initiative worthy. If it is beneficial then do it.

EH: Is there any way to educate the industry on best practice using someone within your department? Possibly to present during the trade association meetings?

9. DEPARTMENT STATISTICS AND INITIATIVES REPORT

Permit Revenue

- March permit (only) revenue- $1,693,065, compares to February revenue of $1,655,765.
- Note (*); the December 3, 2013 BOCC approval of both RFBA's adjusted our expense and revenue picture as follows.
  - The 16 position betterment adds $1,258,000; so new Fy13 permit revenue total of $18,266,929
    - $17,008,928+ $1,258,000= $18,266,929
- Fy14 revised budget projected monthly permit revenue; $18,266,929/12 = $1,522,244
- So March permit revenue is $170,821 above monthly projection
- At 3/31/14, YTD permit rev of $15,559,076 is above permit fee rev projection (9 x $1.5222M = $13,700,196) by $1,858,880, or 13.57%

Construction Value of Permits Issued

- March total - $347,118,167, compares to February total - $342,759,620
- YTD at 3/31/14 of $2,937,741,403; 29%+ above Fy13 constr value permit'd at 2./28/13 of $2.275B

Permits Issued

	February	March	3 Month Trend
Residential	3227	3970	3695/3960/3227/3970
Commercial	2213	2740	2288/2264/2213/2740
Other (Fire/Zone)	430	543	345/420/430/543
Total	5870	7253	6328/6644/5870/7253

- Changes (Feb/March); Residential up 18.7%; commercial up 19.2%; total up 19.1%

Inspection Activity: Inspections Performed

Insp. Req.	Feb	March	Insp. Perf.	Feb	March	% Change
Bldg.	5054	6173	**Bldg.**	4899	6076	+19.6%
Elec.	5749	6833	**Elec.**	5670	6861	+18.4%
Mech.	3093	3589	**Mech.**	3065	3617	+15.3%
Plbg.	2566	3077	**Plbg.**	2501	3052	+19.1%
Total	16,462	19,672	**Total**	16,135	19,606	+17.7%

- Changes (Feb/March); Bldg up >19%, Elec up >18%, Mech up >15%, Plbg up >19%
- Inspections performed were 99.66% of inspections requested

Inspection Activity: Inspections Response Time (New IRT Report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Feb	**Mar**	**Feb**	**Mar**	**Feb**	**Mar**	**Feb**	**Mar**
Bldg.	81.7	78.4	94.3	95.4	97.5	99.2	1.42	1.29
Elec.	75.7	72.4	93.1	97.6	96.4	99.6	1.43	1.33

Mech.	67.1	70.1	90.7	96.5	95.7	99.6	1.48	1.34
Plbg.	73.38	71.4	92.7	93.8	96.6	99.0	1.38	1.44
Total	75.5	73.7	93.0	96.1	96.6	99.4	1.43	1.34

Note: this data is from the new CEM dash.
The BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%, so the new IRT report indicates the March average is currently 11.3% below the goal range.**

Inspection Pass Rates for March 2014

OVERALL MONTHLY AV'G @ 81.85%, compared to 83.36%, in February

Bldg:	February – 78.84%	**Elec**:	February – 81.02%
	March – 74.74%		March – 80.87%
Mech:	February – 85.74%	**Plbg:**	February – 91.03%
	March – 85.13%		March – 90.43%

- All trades down ; Bldg 4%, Mech-Elec-Plbg all down <1%
- Overall average up 1.85%, and well above 75-80% goal range

On Schedule and CTAC Numbers for March 2014

CTAC:

- 122 first reviews, compared to 117 in February.
- Projects approval rate (pass/fail) – 73%
- CTAC was 43% of OnSch (*) first review volume (122/122+159 = 247) = 43.4%
    *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- October, 12: 183 -1st rev'w projects; on time/early–97% all trades, 98.75% B/E/M/P only
- November, 12: 141 -1st rev'w projects; on time/early–92.4% all trades, 97% B/E/M/P only
- December, 12: 150 -1st rev'w projects; on time/early–93.25% all trades, 96.75% B/E/M/P only
- January, 13: 140 -1st rev'w projects; on time/early–89.12% all trades, 94.25% B/E/M/P only
- February, 13: 142 -1st rev'w projects; on time/early–81.125% all trades, 94.25% B/E/M/P only
- March, 13: 137 -1st rev'w projects; on time/early–87.5% all trades, 91.5% B/E/M/P only
- April, 13: 149 -1st rev'w projects; on time/early–94.375% all trades, 94.5% B/E/M/P only
- May, 13: 216 -1st rev'w projects; on time/early–96.375% all trades, 96.25% B/E/M/P only
- June, 13: 191 -1st rev'w projects; on time/early–96.88% all trades, 97.5% B/E/M/P only
- July, 13: 197 -1st rev'w projects; on time/early–90.375% all trades, 92% B/E/M/P only
- August, 13: 210 -1st rev'w projects; on time/early–89.4% all trades, 93.5 B/E/M/P only
- September, 13: 203 -1st rev'w projects; on time/early–89.88% all trades, 92.5% B/E/M/P only
- October, 13: 218 -1st rev'w projects; on time/early–88.75% all trades, 91.25% B/E/M/P only
- November, 13: 207 -1st rev'w projects; on time/early–95.87% all trades, 94% B/E/M/P only
- December, 13: 157 -1st rev'w projects; on time/early–96% all trades, 92.5% B/E/M/P only
- January, 14: 252 -1st rev'w projects; on time/early–92.38% all trades, 94% B/E/M/P only
- February, 14: 199 -1st rev'w projects; on time/early–85% all trades(*), 95.25% B/E/M/P only
- March, 14: 195 -1st rev'w projects; on time/early–97.38% all trades, 95% B/E/M/P only
    *Note: we believe this drop in BEMP % on time-early reflects the loss of two snow days.

<u>Booking Lead Times</u>
- o On Schedule Projects: **for reporting chart posted on line**, on March 31, 2014, showed
  - o 1-2 hr projects; at 2 work days booking lead, all trades
  - o 3-4 hr projects; at 2-3 work days lead, except bldg – 4, and MP-7 days
  - o 5-8 hr projects; at -3work days lead, except bldg-6, Elec-8, City Zon'g-8, and MP - 11 days
- o CTAC plan review turnaround time; BEMP at 4 work days, and all others at 1 day.
- o Express Review – booking lead time was; 10 work days for small projects, 10 work days for large

STATUS REPORT ON VARIOUS DEPARTMENT INITIATIVES
Follow-up from BDC March Meeting
FY15 Budget Follow-up Work
- Budget transmittal drafted and delivered to the LUESA Director on March 28.
- LUESA at large submitted the FY15 budget proposal to OMB, including Code Enforcement, on March 28.
- Directors present agency requests on April 7-8.
- OMB will advise if ok by April 25.
- County Manager presents the entire County Fy15 budget to the BOCC on May 29.
- BOCC is tentatively scheduled to vote on the Fy15 budget proposal on June 17.

UPDATES ON OTHER DEPARTMENT INITIATIVES IN THE WORKS
BDC Select Committee
The BDC voted to create a select committee to work with the Department and industry members at large to review the issues identified in the Chamber, REBIC and GCAA letters discussed in the Feb. 18 meeting. BDC members on the select committee include; Jonathan Bahr, Elliot Mann, Chad Askew, Bernice Cutler, John Taylor and Ed Horne. NARI will also identify an industry participant on their behalf. The Directors are currently working with the LUESA Director and CM's office in reaching out to the Chamber, REBIC and CAA for industry meeting participants, and meeting times. Anne Davidson has agreed to facilitate the meeting and we've scheduled a planning session on April 22 with Anne Davidson, Natalie English, Jonathan Bahr, Elliot Mann, Ebenezer Gujjarlapudi, Leslie Johnson, Patrick, Gene and Jim. The initial full meeting between the BDC Select Committee, Chamber Representatives, Industry Representatives and selected Department attendees is scheduled for May 6, 2014 with a 2nd meeting date to be confirmed. The BDC requested the public be made aware of any related meetings.

Phased Construction Best Practice Summary
- The BDC requested draft of a "Phased Occupancy Best Practice" process description, including steps to follow a) during permitting, or b) later during construction, and c) including contacts involved
  - o Draft was completed on Feb 10 and distributed February 18 to interested BDC members.
- Patrick met with BDC reps Jonathan Bahr, Chad Askew & John Taylor on Feb 28, requesting clarification on 7 items, including occupancy & construction phasing, prelim reviews, exit meetings, web presentation, et al.
- Patrick is working on a web page mockup for review with the BDC in the May meeting.

Hybrid Collaborative Delivery Team
- The PM position was filled on Feb 18.
- The two BIM-Navigator positions were offered on April 10 and should be in place by May 1.
- The eight Code Official positions closed on March 14th and interviews are scheduled for April 22-25.
- Space changes are scheduled to initiate on May, with the BIM-IPD bullpen tentatively scheduled to be in place on or about July 1.

Customer Service Center (CSC) Design Project
- The CSC Focus Group has 4 meetings under its belt (Jan 7, Jan 22, Feb 19, and March 19).
- Work completed to date includes;
  - o Report on lobby customer survey executed December 9-13., including further breakdown of data

reviewed in meeting #3.
- o Report on conference calls complete with British Columbia Ministry of Natural Resources, Bellevue, WA, Portland, OR and Jefferson County, Co
- o Report on Jan. 7 conference call with Kirk Lindsey, B of A Digital Customer Care Center Executive.
- o Agency user problem identification exercise, including identifying possible fixes.
- o Report on survey/data collection on current RTAC/CTAC phone system.
- o Identified four potential customer interest groups; 1) Small Contractors (Residential and Commercial), 2) Homeowners, 3) Commercial, and 4) Other (Agencies, Departments, Towns)
- o Initially identified areas of process changes that may be in play to address the problems-fixes, including tools for; a) awareness, b) education, c) notification and d) technology.
- The Department has launched a 9 member CSC design work group, with meetings held or scheduled on March 31, April 14 and April 21. Work complete or in progress includes;
  - o Draft graphic chart summarizing all CSC Focus Group comments to date on "problems" & "fixes"
  - o Study the summary chart from three interest group perspectives; a) homeowner, b) small contractor (res'd or com'l), and c) owner-operator (small business person).
  - o For each interest group, identify what a CSC might look like, and process-staff resources are required.
  - o Consolidate all into an initial overall CSC design, with a report on possible supporting technology.
- The next CSC Focus Group meeting is scheduled for April 23, where the results of CSC design work to date, and supporting technology will be presented.
- We tentatively plan to deliver a report/recommendation to the BDC in either the May or June meetings.

PM/CEM Support Pilot
We completed a draft list of duties by 12/31, but need to revise it to incorporate MCFM support. We will also meet with the managers and staff to review/confirm goals and expectations, duty list, and BDC streamlining pilot. Because of work on the HCD Team and CSC Project, we've pushed the start of this pilot back to July 1.

Manager/CA Added Comments
No manager or CA added comments.

8. ADJOURNMENT
The April 15th, 2014 Building Development Commission meeting adjourned at 4:36 p.m.

The next BDC meeting is scheduled for 3:00 p.m., Tuesday, May 20th, 2014.